MILESTONE 1

Prompt 1

- Team Name: **Bing Bong**
- Team Members:
    1) Hannah Tawashy
    2) Erik Fulton
    3) Matt Morris
    4) Kevin Nguyen
- Meeting Times:
    - Thursdays 2:00 PM - 3:00 PM

Prompt 2

UGA's campus, although very beautiful, can be very confusing to newcomers. Incoming students, visitors and people taking tours, as well as new faculty members will need to be able to locate the various bus stops around campus to navigate the bus system. There are signs posted at each bus stop to indicate where to wait for a bus, however they may not be obvious to those who are not familiar with the campus. Some individuals might walk right past the signs without realizing. The UGA bus app has a 360° feature that provides a 3d map and virtual rendering of the bus stop and its near surroundings. The purpose of the feature is for the user to have a preview of the nearby environment, so that when looking at buildings and street signs, they will be better informed of their position.

Unfortunately, the feature does not always work as designed, and some aspects are counterintuitive to a positive user experience. We are trying to enhance the usability of the 360° feature through reducing cluttering, more seamless integration across OS interfaces, and hosting the feature in app rather than on 3rd party interfaces. The 360° feature, which is found when clicking on "360°" in the search bar under the 'stops' tab on the navigation bar, redirects the user to a website that opens on the device's native web browser. This may not be intuitive to the user, as the "360°" text does not look like a button. More so, the act of going in and out of the app to be able to find directions can prove to be a frustrating and confusing user experience because of the discontinuity. Users are not easily able to switch from this feature to other features on the UGA bus app.

Some aspects of the feature itself that might contribute to the problem are the appearance and behavior of the website on mobile devices. We also see glaring issues such as unexpected behavior when resizing the map. Overlapping text seems to be present on both iOS and Android versions, which hinders readability. Yet another issue with the UI is the popups that appear after clicking bus stops or other points of interest, which then take up most of the screen.